Mechanism for complaints to DMRC by users

2305. SHRI ALI ANWAR: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether there is any provision in DMRC for lodging of complaints by users;

(b) if so, the details of the mechanism;

(c) the nodal officers looking after resolution of complaints;

(d) whether complaints which are lodged are not attended and the complainants are even threatened; and

(e) the number of complaints received by DMRC till date and how many out of these have been attended to?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI AJAY MAKEN): (a) Yes, Sir.

(b) The mechanism for lodging of complaints is as under:—

(i) Public complaints/suggestion book is available at Customer Care Centre of every Metro station;

(ii) on website of Delhi Metro; and

(iii) an officer of Assistant Manager level is nominated by Delhi Metro Rail Corporation (DMRC) Ltd. as a Public Complaint Officer.

(c) The nodal officer looking after resolution of complaint in DMRC is the Manager (Operation).

(d) DMRC has reported that all complaints have been attended to and no such case of complaints being threatened has come to their notice.

(e) 19,441 complaints/suggestions have been received by DMRC from 25.12.2002 to 29.2.2008. Every complaint/suggestion is reported to have been attended to by DMRC.

Public financial management and accountability in urban local bodies

2306. SHRI RAMDAS AGARWAL: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether his Ministry alongwith World Bank has undertaken study entitled 'Synthesis Study of Public Financial Management and Accountability (PFMA)' in urban local bodies and found that most of urban local bodies are not people-centric in their approach for delivery of municipal services and suffer from improper staffing and lack of standardization;

(b) whether it is also a fact that budget availability with municipalities is expected to go up eight-fold or ten-fold under schemes of Jawaharlal Nehru National Urban Renewal Mission (JNNURM); and

(c) if so, whether all pending work pertaining to Commonwealth Games 2010 would be completed by MCD well in time?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI AJAY MAKEN): (a) The World Bank has brought out in consultation with Ministry

of Urban Development "Synthesis Study of Public Financial Management and Accountability (PFMA) in Urban Local Bodies (ULBs)". The main recommendations of the study *inter-alia* includes improving ULB budget preparation, development of model accounting rules and manuals, review and strengthening of ULB audit, capacity building, improvement in procurement performance, introduction of public finance management report card, revision of outdated staffing practices, strengthening of mechanism to ensure legislative compliance and improvement in public oversight.

(b) Government of India has launched Jawaharlal Nehru National Urban Renewal Mission (JNNURM) which envisages an assistance of Rs. 50,000.00 crore over the Mission period of 7 years (2005-12). The provision is aimed at providing support to ULBs for implementation of projects and reforms. State Government and ULBs concerned are also supposed to make suitable budgetary provisions as their matching share according to Additional Central Assistance sanctioned.

(c) Information is being collected and will be laid on the Table of the Sabha.

Foreign companies buying land

2307. SHRI SANJAY RAUT: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether Government is aware that a large number of foreign companies are buying land through builders at various parts of the country, particularly around metropolitan cities and border areas;

(b) if so, the details thereof and Government's response thereto;

(c) whether Government has taken any cautious approach towards land grabbing by foreign companies, particularly some important and sensitive areas of border;

(d) whether it is also a fact that huge lands have been purchased unlawfully by some companies in Badmer and Jaisalmer districts of Rajasthan; and

(e) if so, Government's views and reaction thereto?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI AJAY MAKEN): (a) No, Sir. Government of India in this Ministry is not aware of any such specific instances since Land is a State Subject.

(b) to (e) Question does not arise in view of (a) above.

Constructing of a new HQ for MEA by CPWD

2308. SHRI B.K. HARIPRASAD: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether Government has decided to award the work of designing and constructing the new headquarters (HQ) for the Ministry of External Affairs (MEA) to the CPWD;

(b) whether the CPWD has the track record and acquired professional skill in the design and construction of a monumental structure in the Lutyens' Delhi's most hallowed architectural zone;

(c) whether Government has totally abandoned the process of selection of a suitable